

ABSTRACT

METHOD AND SYSTEM FOR TRACKING CLIENT SOFTWARE USE

5 A method and system for tracking client software use is disclosed. User data, specifically
user interaction with a client-installed software application, is collected in data files and
the data files are dynamically uploaded over a global computer system, such as the
Internet, to a remote analysis system. The data files are parsed for on-going analysis of
feature usage. Typically, for any action that a user performs in the software application,
10 several items are recorded in a data file, such as a user ID, an absolute time-stamp, the
method invoked including application source (if the software application includes more
than one application), and details such as the dialog invoked, button pressed, menu used,
menu item selected, application launch, application termination, as well as environment
variables, such as operating system, screen resolution, etc.

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